

MLC Prepaid Cards

Travelers visiting Cuba who have credit or debit cards that are not accepted in Cuban stores may request a prepaid card in the national territory.

This prepaid card is valid for the payment of goods and services in the commercial network in freely convertible currency MLC in Cuba.

Requirements

Identification document: passport, and cash amount: 1000 USD, 500 USD or 200 USD, to recharge the prepaid card.

Fees

It has a cost of 5.00 USD per card.

Where to submit the application?

Prepaid cards may be requested at: Banco de Crédito y Comercio (BANDEC) and Casas de Cambio S.A. (CADECA)

How much can the cards be recharged with?

The prepaid card for travelers and tourists in Cuba may be loaded with cash amounts of 1000 USD, 500 USD or 200 USD.

According to the amount with which the card has been recharged, the customer will be given a card with the amount printed on it. Once the amount loaded on the prepaid card is exhausted, the card will stop working until it is reloaded again, or the card expires.

In what currency can prepaid cards for travelers and tourists be reloaded?

Travelers may request prepaid cards in Cuba exclusively by depositing cash in the foreign currencies accepted by the Central Bank of Cuba: euros, pounds sterling, Canadian dollars, Swiss francs, Mexican pesos, Danish kroner, Norwegian kroner, Swedish kroner and Japanese yen; except for US dollars.

The cards are not linked to a bank account.

Where can prepaid cards for travelers and tourists be used in Cuba?

The prepaid cards may be used in the commercial network in freely convertible currency MLC, to acquire goods and services until the amount deposited is used up.

Is it possible to make cash withdrawals in USD or any other foreign currency from the prepaid cards?

No. Cash withdrawals may only be made in Cuban pesos (CUP), in the country's ATM network.

However, if when leaving Cuba there is any balance left on the card, it can be requested at the CADECA at the airport. At the customer's request, the balance of the card is reimbursed by card in freely convertible currency (MLC) at international airports when leaving the country.

If there is any balance left on the prepaid card when leaving Cuba, it cannot be used abroad. The prepaid card that can be obtained in Cuba is for exclusive use in the national territory.

When do prepaid cards for travelers and tourists expire?

Once the amount loaded on the prepaid card has been used up, it will stop working until it is recharged again, but they expire according to the expiration date printed on the card, being valid for 2 years.

The prepaid cards cannot be requested by Cuban nationals and permanent residents in Cuba. The prepaid card is designed exclusively for travelers and tourists traveling to Cuba.

In case of loss of the prepaid card, it is not possible to claim a replacement from the bank. The bank will not be responsible for the loss of the prepaid card, because these cards will not have the name of the bearer printed on them, being anonymous. Neither are they associated with a bank account. Therefore, in case of loss, the bearer of the prepaid card loses the amount that he/she has on the card.

What are the benefits of prepaid cards offered in Cuba to travelers and tourists?

- Travelers who only have cards issued by U.S. banks may acquire them for use in the commercial network in USD, throughout the national territory, to acquire goods and services that cannot be paid in cash.
- It allows the control of your expenses during your trip to Cuba.
- They can be charged with successive recharges.
- It does not compromise your bank debit or credit cards for theft or loss, and the risk would be exclusively of the amount you have in the prepaid card in USD.
- No bank account is required for your application.

It is not possible to make transfers or deposits from abroad to the prepaid cards. These cards will not accept deposits or transfers from abroad, nor between similar cards or other cards that operate in dollars.

How to check the status of the prepaid card in Cuba?

Users may check the balance of their prepaid cards, the last transactions made, change their PIN and withdraw cash in Cuban pesos (CUP) at the current exchange rate from the network of Automatic Teller Machines (ATMs) distributed throughout the national territory.

Where can I obtain more information?

Those interested in making inquiries about the prepaid cards may call the contact telephone number 80201996, or go to any branch of Banco de Crédito y Comercio BANDEC, distributed throughout the national territory.